

MTAC Focus Group Sessions
Wednesday, May 15, 2013

MAIL PREPARATION AND ENTRY (OPERATIONS)

Dave Williams, USPS VP-Network Operations
Todd Black, MTAC Industry Leader, Entry & Preparation

Notes for each Focus Group Session for Mail Preparation and Entry (Operations):

Standard.....	p. 1
Packages.....	p. 6
First-Class Mail.....	p. 9
Periodicals.....	p. 13

Session 1: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Deleted the end mail induction date from the structured release schedule posted on RIBBS – not done as yet but will follow up to do next week
- Verify FSS notation and location information on 8125 – FAST enhancement for FSS Entry will go into effect on July 1st. In support of this change, Operations will send out messaging to FSS Sites to communicate policy for accepting drop shipments.
- Launch workgroup on impacts of service standard changes and service delivery calculation – Kicked off workgroup #157 on load leveling
- Evaluate FAST appointments – field is reducing/eliminating acceptance hours during holidays – Need to investigate further and issue policy to field.
- Webinar on FSS Move Plan – Complete.
- Launch MTEOR User Group – Still in need of an Industry Lead.
- Update on Flats Strategy – Updating document posted in 2010 to provide a more comprehensive and expansive strategy – estimating at least a couple more months before completion but no definitive ETA.

ENGINEERING TECHNOLOGY UPDATE

- Committed to improving FSS handling of flat mail
- Mail characteristics trend towards lighter and thinner mailings
- Extensive studies on mail damage resulted in 4 areas of focus:
 - **Feeders (4 per system)**
 - Mail prepped into ACT at SAMP
 - Want spines of mail pieces slightly down and slightly forward; Low “Run Stiffness” mail pieces curling inside ACT which then causes torn covers when fed or mail damage when jam is removed
 - Stack management and stack angle is very critical

- **Infeed Line Injectors (2 per system)**
 - Low "Run Stiffness" mail pieces curling at mini carousel
 - Tends to flip over as the mail pieces transfer to the carousel bucket
 - Flipped mail pieces can be trapped in bucket or cause mail damage downstream
- **RCT Output Drops (360 per system)**
 - Low "Run Stiffness" mail pieces tend to flip (mis-faced) resulting from injection
 - Low "Run Stiffness" mail pieces tend to curl – causes problems downstream
 - Mail pieces with light cover tend to have cover folded over (fold-overs)
 - Mail pieces can have nested pieces (one mail piece inside another mail piece)
 - Cover fold-overs of mail piece fold-overs cause problems with follow-on pieces
- **ITCs (2 per system)**
 - Flipped mail pieces can be torn if separated by bottom tines (as tines come up)
 - Curled mail pieces can be ejected (flyouts) or torn by bottom tines
 - Poor separation can cause flyouts and damage (tear) from upper tines (go down)
 - Separation is needed to gain max fill level for trays for downstream operations
 - Green separation belts (4) on ledge is very critical for proper separation
- FSS mail study looked at 13 samples from industry for damage – compared correlation between cover caliper with cover basis weight – multiple runs done on machine to review Marginal "Run Stiffness" (MRS) and Good "Run Stiffness" (GRS)
- Refining characteristics of a "Perfect Flat":
 - **Add "Run Stiffness" recommendation**
 - Set mail piece along its bound edge on flat surface
 - Pinch with thumb and index finger at the middle of the open edge
 - Remove thumb and have mail piece rest on index finger
 - If mail piece can support its own weight, then it has Good Run Stiffness
 - If mail price buckles or curls, then it has Low Run Stiffness
 - **Basis weight**
 - Recommendation – use a cover made of paper with a higher basis weight than the paper used for the body of a flat mail piece
- Improving processing of current mail pieces:
 - **FSS SW v3.0.8 – Dynamic Separation Lite** – deployed December 2012 - reduces number of separations, flyouts and mail damage from separating fingers at the ITC separation
 - **ITC unload of RCT** – will deploy new separation belts Summer 2013, testing additional sensors, experimenting with different unload motion profile to improve mail handling
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- **Infeed line injector** – by fall mailing 2013 – adding 2 hardware modifications and 2 software changes at Infeed Line for better injection into carousel of Low “Run Stiffness” mail to minimize flipped mail
- **Mail stack quality at RCT output tray** – ready in 2014 – testing prototype insert for improve mail stack of Low “Run Stiffness” mail
- Messages go out to the mailer if there are issues with their mail
- APPS Singulation Enhancement:
 - Current Status:
 - Design – completed
 - Drawings – completed
 - Parts – ordered and received
 - Mockup of the APPS Singulator – built
 - 4 of 16 parts fabricated
 - Next Steps:
 - Finish fabrication – May
 - Assemble onto mockup – June
 - Adjust design – June
 - Assemble onto Production APPS machine – July
 - Test – July
 - Generate install manual and Finalize – July
 - Start building production quantities – August
 - Start shipping/installing – September through November

WORKGROUP UPDATES

- **WG155 – Communication processes and procedures during emergency situations**
 - Workgroup is wrapping up and finalizing final report
 - Reported out in MTAC open session May 15, 2013
 - Workgroup had 55 participants throughout process
 - Look for an updated Mail Service Update page in the future
 - Outcome:
 - Crisis reporting will be twice a day in future rather than the once a day reporting previously
 - Looking at next steps to determine how findings can be adopted and implemented
 - Webpage has been redesigned – release will be coming out in approximately one month
- **WG156 – Utilizing the Mail Optimization Matrix (MOP)**
 - Utilizing the MOP to identify and organize improvement opportunities
 - All subgroups progressing well – flats / letters (still in progress); parcels (almost complete)
 - Letters MOP subgroup – still in need of additional participants
 - Working to put the MOP ideas into a specific format for submission to Mail Prep & Entry Steering Committee to move them forward
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- **WG157 – Load Leveling**
 - Just kicked off – 31 members – first official meeting at 7:30am on May 16, 2013
 - Purpose of group is to review current processes for load leveling of volumes across days of the week
- **UG7 - MTEOR**
 - Purpose of the group is to identify and recommend opportunities for future enhancements to the MTEOR program
 - Still in need of an Industry Lead; USPS Lead is Nancy Paradise

MTEOR UPDATE

- Facts:
 - Launched September 5, 2012; Phase 2 just rolled out on April 15, 2013
 - Spent \$240 million in FY 2012 and 2013 on MTE
 - 440 mailers registered for MTEOR
 - 21,067 orders placed through MTEOR
 - \$218,390,576 worth of MTE ordered through MTEOR
 - Over \$46m worth of MTE is currently reported at Mailers across the country
- Reporting inventory on time:
 - Mailers are expected to submit a report no later than 11:59pm (local time) on Wednesdays
 - Allows USPS to gain visibility to better understand the location of inventory and the needs of our customers
 - Increases transparency between USPS and Mailers
 - Decreases unnecessary spending and reduces MTE cost
 - Enables mailer to better understand their current inventory and more efficiently plan for upcoming MTE needs
- New MTEOR enhancements launching May 19 include:
 - MTEOR dashboard – order history will include 30 days of orders
 - MTEOR order details – times shown will now be set to your MTEOR's local time zone; trip number and contract number will be visible in the details
 - MTEOR inventory – deactivated pallet data field for pallets so that you can only report in pieces
- Phase 2.a provides the ability to order MTE from Postal plants:
 - All mailers will use MTEOR to request MTE
 - Timeline - piloting at 2-3 Postal plants starting on October 2013; phased roll-out for Mailers begins in early 2014 by area

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- 75 ideas submitted to date:
 - 29 ideas closed
 - 11 ideas completed
 - 23 ideas remaining in Benefit/Effort Matrix
 - 12 ideas open needing Change/Improvement template submitted or idea withdrawn
- DMM revisions have taken place:
 - Eliminate QSGs 201b, 703, 705a-f, 707a – 7/28/13

- DSCF eligibility – 7/1/13
 - 3D/5D SCH vs. 3D/5D trays/handling units – 4/1/13
- Subgroup update – 24oz PER – Evaluate increasing max PER weight to 24 oz for co-mail pools – reviewing previous test material conducted in 2010
- Subgroup update – FSS Bundle Prep – Explore changing the FSS bundle prep standard from optional to required:
 - Recommendation of the subgroup is to require FSS bundle prep
 - However, impacts and concerns are still under consideration
- Next steps:
 - Re-evaluate 23 ideas in Benefit/Effort matrix for potential resolution
 - Decide status of remaining 12 open ideas
 - Consider potential new idea submissions
 - Continue periodic meetings

NETWORK RATIONALIZATION OPEN DISCUSSION

- 67 (46.8%) of 2013 consolidations completed
- 55% of Mail Moves completed as of May 6th
- Approximately 85 consolidations slated for 2014 but still being reviewed
- Mail Move File is dynamic and changes weekly

OPEN DISCUSSION

- Issue with 8125s – costing consolidators and logistics companies a lot of money to resolve – need to clearly communicate palletization requirements of an 8125 for acceptance and entry

ACTION ITEMS

- 8125/FSS – share messaging with industry – list exception sites on RIBBS
- FAST holiday constraints – issue policy
- Share information regarding damage rates of mail on FSS machines
- Need more test mail for FSS testing
- FSS eMIR – give industry feedback
- Engineering to meet with paper/print industry (Joe Schick to coordinate effort)
- National push on service talks – FSS Feed and eMIR
- APPS singulation – Raleigh testing enhancements – do we need test bundles?
- MDF – end of 75 day period (old address) – add to Mail Move File
- Palletization requirements on 8125 (work with Pritha to resolve)
 - Courtesy pallet
 - SOX acceptance / induction

Session 2: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Reconcile AMP lists posted online – lists posted online have been updated
- Mail move file – included PRS information as requested
- Evaluate developing delivery unit hub list – kicking off a workgroup to evaluate this (Shibani Gambhir leading this)
- Launch MTEOR user group (still in need of an Industry Lead)

WORKGROUP UPDATES

- **WG154 – Alignment of parcel dropship files and labeling lists**
 - Kicked off early January - close to sunsetting
 - Objectives:
 - Identify data files used to presort and enter parcels into USPS mailstream
 - Identify single source to provide updates based on changes to delivery units
 - Outcome:
 - Post delivery unit hours of operation changes and alternate locations (if applicable) 28 days in advance. Implementation Date – TBD (2013)
 - Incorporate L606 labeling list into the Mail Direction File. Implementation Date – January 2014
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OPEN DISCUSSION

- Pricing is an opportunity for an expanded focus of a current track or potentially a new track for MTAC

ACTION ITEMS

- MOP data sharing – post Matrix & Flows on MITS
- MOP – package non-machineable pricing rules anomaly – industry to share analysis (will run it through the Mail Prep & Entry Steering Committee)
- Systems issue – redirection exceptions eVS (work with Pritha)

Session 3: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Further communication on eService – has been done
- MTEOR – cancellation messaging; clarify end of business cut off time for reporting; in process of launching MTEOR User Group
- RIBBS Mail Move File – highlight changes from week to week
- Mail Prep & Steering Committee – expand communication distribution list for updates

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CFS AND PARS CIOSS PROCESSING CONSOLIDATIONS

- Methods to forward mail – CFS is manual process; PARS is the automated process
- USPS has reduced to 22 CFS Units operating in 2013
- Further CFS consolidations are dependent on the implementation of Remote Forwarding System (RFS) – testing in March 2013; and PARS for flats (FPARS) – deployment in 2015
- PARS CIOSS processing operations consolidated to 66 plants

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REMITTANCE MAIL – EARNED VALUE INITIATIVE

- Registration began – January 15, 2013; Registration ended – March 31, 2013
- Program period – April 1 through June 30, 2013
- 639 customers are enrolled
- Approx 250mn CRM and BRM pieces have been counted
- CRM represents 89% of total number of pieces counted; BRM is 11% of total
- 20 customers contacted the Program Office with questions related to their piece counts – all except for three have been resolved. Issues related to:
 - Counts of non-conforming MIDs
 - Changes in CRIDs after enrollment
 - Counting pieces for MIDs that customer does not use at this time – issue under investigation
- Operations – EV is transparent on processing operations; Mail is processed as normal

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OPEN DISCUSSION

- 6 to 5 Day – need a 6 month lead time in preparation for the 6 to 5 day change
- Day zero – what data is filtered as service standards are measured for first class mail – Jim Cochrane's team has all this information

ACTION ITEMS

- Investigate Puerto Rico PARS issue
- Provide CFS/PARS list of sites and ZIP mapping associated with those sites
- MOP – forwarding of mail and undeliverable mail; flow out to look at any potential opportunities

Updated: 5/29/13 sc

- Review quality check at MTECs for plants sending in MTE
- FSS strategy for First Class Flats
- Evaluate providing enhanced tracking data in next Earned Value Initiative – Steve Monteith to provide an update during next MTAC
- Industry Alerts on Labeling List / MDF changes – add link to mail move presentation deck
- 6 to 5 Day – require 6 months lead time to prepare – Dave Williams to take this back to the 5 Day team

Session 4: PERIODICALS

(John Stark, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Define the perfect flat – engineering technology update during meeting
- Root cause analysis on damaged flat pieces – engineering technology update during meeting
- FSS:
 - Provide notional volumes/zip codes potentially gained by FSS Flat Feeder
 - Plan to close gaps for FSS candidate volume not on FSS
 - Webinar on FSS Move Plan
- FAST appointment for periodicals policy – no changes as yet
- Field communication on mail move plan, labeling list changes, and grace period policies – has been communicated extensively to field personnel
- Evaluate adding locale key to Labeling Lists – not in LL today because not specific to CIN code and would add confusion so will not be added – all this information is on the Mail Direction Files
- Update Mail Move File to only display local keys – fixed
- Launch MTEOR group – ready to move forward; just awaiting an Industry Lead

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OPEN DISCUSSION

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ACTION ITEMS

- Next MTAC – update on APPS Singulation Enhancement Pilot and show video
- Field trip to Dulles – to look Flats Feeder test
- Evaluate to determine what level of data can be provided on AFSM/FSS barcode quality and readability (all elements of IMB) in terms of preparing for Seamless Acceptance.
- Put out education to CFS sites on obliterating barcodes
- Follow up with Jim Cochrane on manual sort of bundles data